

Transcript: VICTORIA

Taylor-6309292846661632-4705837002571776

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hello? Hello? This is... This is Tashima Rogers from MAU temp service. Um, I wanna make changes, like I wanna take off Medicaid 'cause I no longer get Medicaid. Okay. Um, are, are you wanting to take off m- the medical insurance you're enrolled into? Uh, yes, ma'am. Okay. What's the last four of your Social? 2347. All right, and I'm sorry, your first and last name again? Tashima Rogers. All righty. Do you mind verifying your address and date of birth? 252 Peeler Road, South Carolina, Gadsden, 10/21/2001. Phone number 803-509-3457? Yes, ma'am. And then I have your email as your first name, williams34@gmail. Yes, ma'am. Okay. So you're enrolled into two different medical plans, um, but you're also enrolled into dental and vision. Are you just wanting to take the medical off? Yes, ma'am, the medical. Okay, and then keep dental and vision? Yes, ma'am. Okay. Give me one second. All right, so with taking off both of the medical plans that you have and just keeping dental and vision for employee only, it brings your weekly deduction down to \$5.66 a week. Okay. So cancellations, um, any type of change or cancellation made to your enrollment unfortunately does take about one to two weeks to be processed through your payroll, so you may see one to two more checks with the deductions being made for medical. If you do, of course it will provide the coverage you're paying for until the, uh, changes have been processed with payroll. Yes, ma'am. Um, was there anything else you might need help with? No, ma'am. Nothing. Thank you. All righty. You have a wonderful day. You too. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hello? Hello? This is...

Speaker speaker_1: This is Tashima Rogers from MAU temp service. Um, I wanna make changes, like I wanna take off Medicaid 'cause I no longer get Medicaid.

Speaker speaker_0: Okay. Um, are, are you wanting to take off m- the medical insurance you're enrolled into?

Speaker speaker_1: Uh, yes, ma'am.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 2347.

Speaker speaker_0: All right, and I'm sorry, your first and last name again?

Speaker speaker_1: Tashima Rogers.

Speaker speaker_0: All righty. Do you mind verifying your address and date of birth?

Speaker speaker_1: 252 Peeler Road, South Carolina, Gadsden, 10/21/2001.

Speaker speaker_0: Phone number 803-509-3457?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have your email as your first name, williams34@gmail.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So you're enrolled into two different medical plans, um, but you're also enrolled into dental and vision. Are you just wanting to take the medical off?

Speaker speaker_1: Yes, ma'am, the medical.

Speaker speaker_0: Okay, and then keep dental and vision?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Give me one second. All right, so with taking off both of the medical plans that you have and just keeping dental and vision for employee only, it brings your weekly deduction down to \$5.66 a week.

Speaker speaker_1: Okay.

Speaker speaker_0: So cancellations, um, any type of change or cancellation made to your enrollment unfortunately does take about one to two weeks to be processed through your payroll, so you may see one to two more checks with the deductions being made for medical. If you do, of course it will provide the coverage you're paying for until the, uh, changes have been processed with payroll.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Um, was there anything else you might need help with?

Speaker speaker_1: No, ma'am. Nothing. Thank you.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.